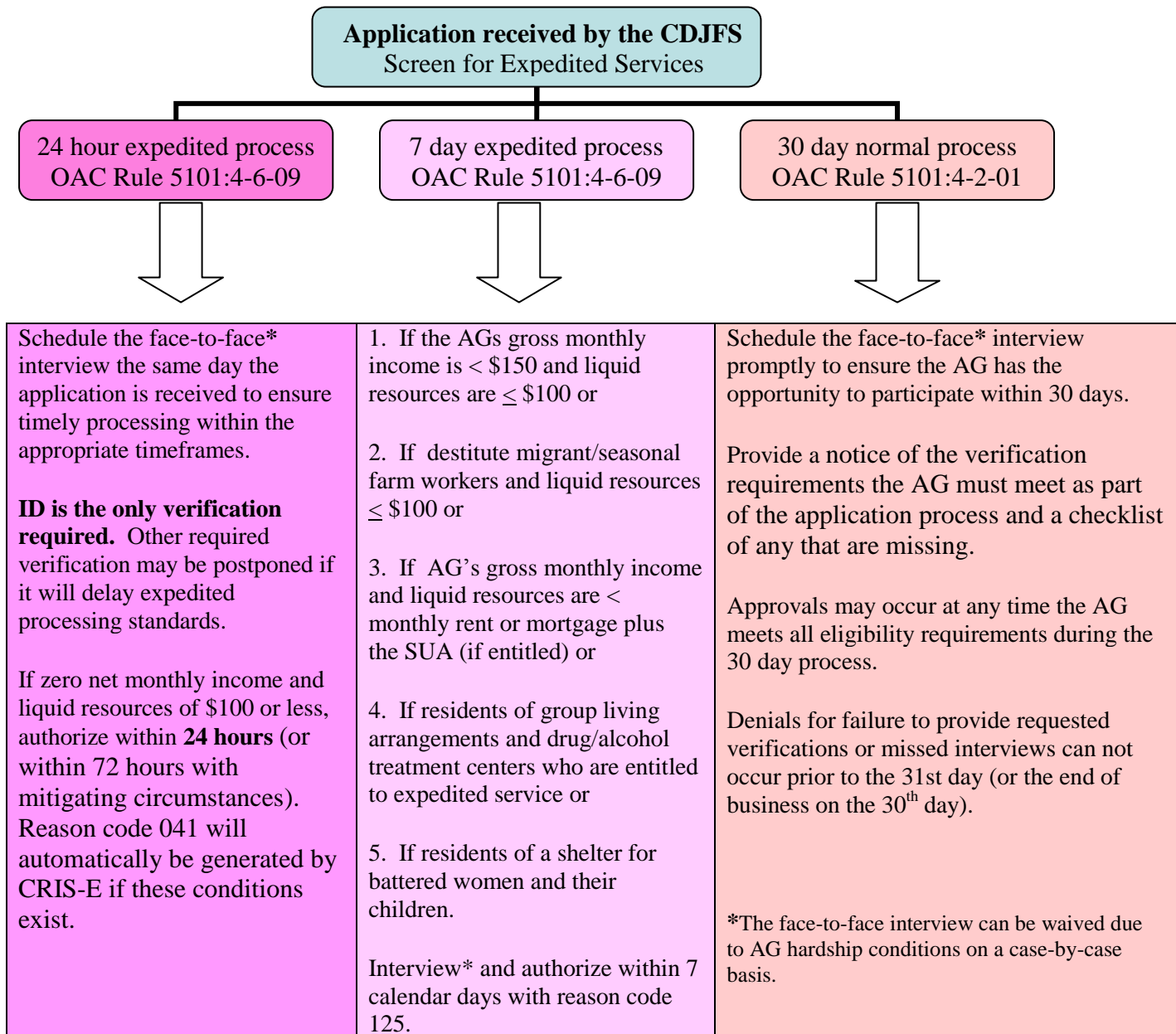


Application Processing Timelines



When calculating the thirty day time period, the following provisions are applicable:

- (a) The initial day is excluded from the computation and the last day is included.
- (b) When the last day of the time period falls on a Saturday, Sunday or legal holiday, the time period shall end on the next working day.

If the prescreening fails to identify an AG as being entitled to expedited service and the county agency subsequently discovers that the AG is entitled to expedited service, the county agency shall provide expedited service to AGs within the processing standard for its issuance system, except that the processing standard shall be calculated from the date the county agency discovers the AG is entitled to expedited service.

Avoiding Invalid Denials and Terminations

OAC Rule 5101:4-2-09

Before denying an application for failure to return verifications:

- ✓ Check for eligibility for expedited benefits.
- ✓ Check to see if you gave the household at least ten days to provide requested verifications.
- ✓ Check to see that you documented what verification was requested.
- ✓ Check the case record and case comments to make sure the household has not already provided the verification.
- ✓ Check to see if you are incorrectly requiring a specific type of document. **No requirement for a specific document may be imposed. In the absence of documentary verification, a collateral contact is acceptable verification.**
- ✓ Check to make sure the verification that was requested was a required verification for FA and not requested for another program. The mandatory verifications for food assistance include the following:

- 1- Gross non exempt income
- 2- "Eligible Alien" status
- 3- Social Security numbers – shall not delay certification waiting on verification
- 4- Residency
- 5- Identity – the identity of the person making the application and the authorized rep.
- 6- Disability
- 7- Student income and student status if claiming an exemption
- 8- 13- ABAWD*
 - work hours
 - countable months in another state

* ABAWD requirements are currently waived in all 88 Ohio counties through June 30, 2010.

- Check to see if the household has provided all the necessary verification to process the case. You must attempt to determine the benefit level without using a deductible expense if the client has failed to provide the mandatory verification of such an expense.*

- 9- Rent or mortgage payment
- 10- Utility expenses and/or other shelter expenses
- 11- Non-reimbursable medical expenses
- 12- Dependent care expenses
- 13- Legal obligation and actual child support payments
- 14- Homeless AG claiming shelter expenses

* Process the case without the deduction. Failing to do so may result in an incorrect denial.

Other Tips:

- ✓ Make sure you don't deny the case early.
- ✓ Make sure you scheduled an interview and document it in the case record.
- ✓ If the household missed the interview, send Notice of Missed Interview (NOMI) and document it.
- ✓ Remember to always clearly document the reason why you denied or terminated the case.